

Cisco WebDialer

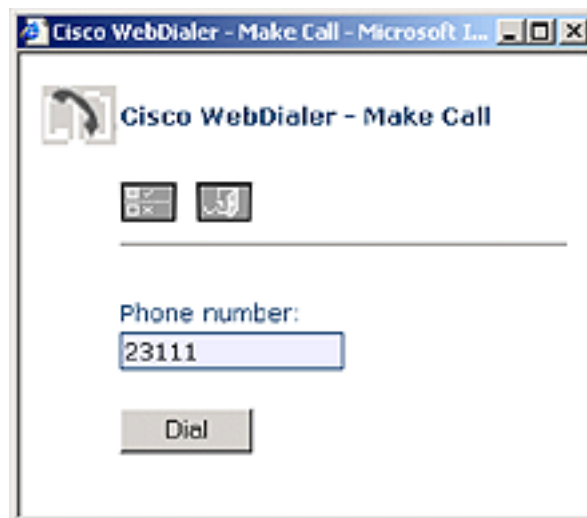
With the prevalence of both internal and external Web-based directories available to enterprises, there is a strong need for a robust and simple integration with users' phones that lacks the complexity and price tag of traditional computer-telephony-integration (CTI) solutions.

Dialing external numbers, especially those that are long distance or that require access codes, is an error-prone process using a traditional phone keypad. The regular use of mobile phones with their built-in directories has made users less adept at memorizing and dialing long digit strings and more inclined to scroll through a directory to choose a phone number or click on a link from a Web page to place a call.

Cisco® WebDialer from Cisco Systems® is a click-to-dial application for Cisco CallManager that enables users to easily place calls from their PCs using any supported phone device (refer to Figure 1).

There is no need for administrators to manage CTI links or build Java Telephony Application Programming Interface (JTAPI) or TAPI applications, because Cisco WebDialer provides a simplified Web application and HTTP or Simple Objects Access Protocol (SOAP) interface for those who want to provide their own user interface and authentication mechanisms. Either way, the solution scales to support the entire Cisco CallManager cluster with full redundancy (refer to Figure 2).

Figure 1
After Clicking on a Cisco WebDialer-Enabled Number from a Web Page, Users Get a Chance to Confirm the Number Before Placing the Call.



Cisco IP Communications Services and Support

Cisco IP Communications services and support reduce the cost, time, and complexity associated with implementing a converged network. Cisco and its partners have designed and deployed some of today's largest and most complex IP communications networks—meaning that they understand how to integrate an IP communications solution into your network.

Cisco design tools and best practices help ensure that the solution best fits your business needs from the start, eliminating costly redesigns and downtime. Cisco proven methods also help ensure a sound

implementation that delivers the functions and features you expect—on time. Support services include remote network operations, network management tools to administer the converged application and network infrastructure, and technical support services.

Through these services, your organization benefits from the experience gained by Cisco and its partners. If you take advantage of this valuable experience, you can create and maintain a resilient, converged network that will meet your business needs today—and in the future.



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